



# **DISABILITY AND COMMUNICATION ACCESS BOARD**

## **PLAN OF ACTION (July 1, 2004 to June 30, 2005)**

Linda Lingle, Governor  
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Approved July 15, 2004

## OVERVIEW AND INTRODUCTION

The Disability and Communication Access Board is comprised of seventeen volunteer (17) members appointed by the Governor. The members include persons with disabilities, parents or guardians of persons with disabilities, public and private providers of service, and other professionals with knowledge in the areas for which the Board has rulemaking authority. The Board was created to provide for more efficient coordination of state efforts to comply with disability access and civil rights laws through outreach and voluntary compliance. The Board has rulemaking responsibilities for administrative rules for facility access, communication access, and accessible parking.

Although the most well-known civil rights law affecting people with disabilities is the Americans with Disabilities Act, there are many others at the federal level (most notably the Federal Fair Housing Act, the Air Carrier Access Act, the Architectural Barriers Act, the Rehabilitation Act of 1973, and the Individuals with Disabilities Education Act), state level, and county level impact the daily lives of people with disabilities.

The functions of the Board are as follows:

- Establish administrative rules for the design of buildings, facilities, and sites by or on behalf of the state and counties in accordance with Section 103-50, Hawaii Revised Statutes; approve site specific alternate design when an alternate design provides equal or greater access.
- Establish administrative rules for the utilization of communication access services provided for persons who are deaf, hard of hearing, or deaf-blind in state programs and activities. Guidelines include, but are not limited to, determining the qualifications of interpreters who may provide services, the amount of payment to interpreters, and the credentialing of interpreters who do not hold national certification via a state screening process.
- Administer the statewide program for parking for disabled persons, in accordance with Part III of Chapter 291, Hawaii Revised Statutes.
- Serve as public advocate of persons with disabilities by providing advice and recommendations on matters relating to access for persons with disabilities, with emphasis on legislative matters, administrative rules, policies, and procedures of the state and county governments.
- Review and assess the problems, needs, and the availability of adequate services and resources for persons with disabilities in the state with regard but not limited to employment, education, health, social services, recreation, civil rights, public facilities, housing, vocational training and rehabilitation, and other matters pertinent to the well being and independence of persons with disabilities.
- Coordinate the efforts of the state to comply with the requirements of the Americans with Disabilities Act for access to services, employment, telecommunications, and facility and site design.
- Provide technical assistance and guidance to, but not limited to, state and county entities in order to meet the requirements of state, federal, and county laws providing for access to persons with disabilities through public education programs and other voluntary compliance efforts.
- Provide review and recommendations on all state and county plans for buildings, facilities, and sites in accordance with Section 103-50, Hawaii Revised Statutes.

While people with disabilities, approximately 20% of our population, are the beneficiaries of the Board's work, many of our activities are directed to other entities and individuals, including government (State and County), private service providers, employers and human resource personnel, architects and other design professionals, families, and the general public.

The purpose of this **Plan of Action** is to formalize the Board's philosophy which underlies its policy statements and to set forth the goals and objectives which guide its actions for the period of July 1, 2004 – June 30, 2005.

Within each of the topic areas (Civil Rights, Facility Access, etc.) are listed general goals, followed by specific objectives to achieve the goal. There are twenty-one goals and fifty-nine objectives. The objectives contain a priority number from 1 to 3, which reflect the importance of the objective, from highest to lowest. The objectives are equally divided between the three priority levels. Those objectives listed as Priority 1 are the highest and are related intimately to a mandated function. Those objectives listed as Priority 2 are also core functions, and mandated functions. Those objectives listed as Priority 3 also support core functions but, due to budget constraints and staffing, may be limited in execution.

## PHILOSOPHY

Persons with disabilities shall be accorded just and equal status, responsibility, and benefits in society. The following principles have been adopted by the Disability and Communication Access Board, and form the underlying philosophy for this document.

1. The value and dignity of human life shall be preserved and shall not be diminished due to differences in mental or physical abilities.
2. Persons with disabilities have the right to attain their highest level of independence, self-determination and self-support. In exercising self-determination, persons with disabilities have the right to make and express choices in all aspects of their lives.
3. Persons with disabilities shall have equal access to services from agencies which serve the general public.
4. Services provided by agencies specialized to serve persons with disabilities (e.g., the Developmental Disabilities Division, Adult Mental Health Division, the Vocational Rehabilitation and Services for the Blind Division), shall be appropriately coordinated, and fully utilized to meet the needs of persons with disabilities and their families.
5. Accurate information and effective educational programs about issues affecting persons with disabilities are necessary to ensure that the potential and capability of persons with disabilities to make significant contributions to society are clearly developed, understood, and utilized.
6. Persons with disabilities have the right to be included in all community activities, including but not limited to, equal rights and responsibilities for choices and conduct.
7. The full array of Hawaii's resources shall be utilized as creatively and effectively as possible to provide the most beneficial services to persons with disabilities.
8. Every effort shall be made to overcome misconceptions and biases regarding persons with disabilities.
9. Persons with disabilities and their families have the right to accurate, understandable, and timely information to facilitate making decisions.
10. Programs and services shall be accessible and policies shall be flexible enough to address changing and varying needs of persons with disabilities.
11. Persons with disabilities and their self-defined families, as appropriate, shall be partners with professionals at all levels of goal setting, decision making, and policy formation.
12. The Board will ensure that all its activities are planned and conducted to provide equal access to persons without regard to race, color, sex, sexual orientation, national origin, language, culture, age or disability.

The Board seeks the full inclusion of individuals with disabilities into society and the right of such persons to be treated as equals among all people. Full inclusion includes all facets of an individual's life. Specific goals and corresponding objectives to achieve full inclusion are outlined in the following sections of this **Plan of Action**.

## **1. Civil Rights and Advocacy - General**

The **Civil Rights** of persons with disabilities include the assurance that such persons shall be afforded equal access to participate in or benefit from a program, service, or activity, and shall not be denied access solely on the basis of disability. **Advocacy** is a process by which an individual or organization promotes a course of action relative to the civil rights of one or more individuals.

The goals and objectives in the area of **Civil Rights and Advocacy** are:

- 1.1 Government entities, public accommodations, and service providers shall be informed and educated to meet their legal obligations to provide their services in a nondiscriminatory manner to persons with disabilities.

Objectives:

- 1.1.1 Provide statewide technical consultation to county agencies in their Americans with Disabilities Act (ADA) compliance efforts to ensure that all programs, services, activities, and facilities under county jurisdiction are accessible to persons with disabilities. Coordinate and provide technical guidance on ADA compliance issues to the County ADA Coordinators by hosting quarterly meetings. Provide updates on Disability and Communication Access Board activities to the Mayor's Committees through provision of monthly reports at their regular meetings and attendance, as needed. **(Priority 2)**
  - 1.1.2 As the State ADA Coordinator, per Governor's Administrative Directive 97-01, provide technical consultation to state agencies in implementing the goals as identified in their self evaluation and transition plan documents, including assistance in seeking funding for implementation of their transition plans. Provide technical consultation to the Department of the Attorney General in response to alleged violations of the ADA by state agencies. Host quarterly meetings of the State ADA Coordinators to brief them on the Disability and Communication Access Board's activities and provide ADA-related updates. Develop and implement a core training curriculum (8 hours) to train new ADA Coordinators on an annual basis. **(Priority 1)**
  - 1.1.3 Conduct or coordinate workshops, training sessions, or teleconference calls, to inform government agencies and places of public accommodation of the requirements of the ADA-Titles II and other applicable laws. Phase out ADA-Title III trainings (target = 12 workshops, including 4 sessions at the Tools for Life Expo). **(Priority 2)**
  - 1.1.4 Assist state and county governments in preparing their individual emergency evacuation procedures/administrative directives for employees and visitors with disabilities. Collaborate with state and county civil defense agencies to effectuate implementation strategies. **(Priority 3)**
- 1.2 Federal, state, and county laws shall guarantee the civil rights of persons with disabilities. Where laws are absent, they should be established.

Objective:

- 1.2.1 Support administrative action or legislation to remove discriminatory language and/or change policies and procedures as they affect persons with disabilities. **(Priority 1)**

- 1.3 Persons with disabilities and their families will have access to information on their civil rights in order to be effective self advocates and to form or participate in advocacy groups.

Objectives:

- 1.3.1 Conduct or coordinate workshops or training sessions to inform consumers and families of the requirements of the ADA (Titles II and III) and other applicable laws (target = 8 workshops, including 4 sessions at the Tools for Life Expo). **(Priority 2)**
- 1.3.2 Conduct a public education and outreach program, in coordination with the Office of Elections, to ensure that individuals with disabilities have access to the voting process and the 2006 elections. Procure access tools (e.g., auxiliary aids and equipment) for polling places statewide. **(Priority 1)**

## **2. Facility Access**

**Facility Access** is vital to ensuring the maximum inclusion of persons with disabilities in society through the design and construction of buildings, facilities, and sites which incorporate features, which are free of barriers. Equal access in design shall not subject a person with a disability to unnecessary or inconvenient delays, and/or health or safety hazards.

The goals and objectives in the area of **Facility Access** are:

- 2.1 State and county buildings, facilities, and sites will be designed and constructed to meet the requirements of Section 103-50, Hawaii Revised Statutes.

Objectives:

- 2.1.1 Review all state and county construction documents as required by §103-50 Hawaii Revised Statutes (projected number = 1,400 reviews). **(Priority 1)**
- 2.1.2 Review urban or project master plans to ensure that accessibility compliance is acknowledged at the earliest phase of project conceptualization or planning. **(Priority 3)**
- 2.1.3 Review and decide upon site specific alternate designs, as requested, per the public hearing process, for §103-50 Hawaii Revised Statutes projects. **(Priority 1)**
- 2.1.4 Issue interpretive opinions on State of Hawaii design guidelines for §103-50 Hawaii Revised Statutes, as requested, for the purpose of clarifying design requirements for state and county construction projects (projected number = 12 opinions), and post decisions, as rendered on the Disability and Communication Access Board's web site. **(Priority 1)**
- 2.2 Buildings and facilities occupied by state and county agencies providing programs and services to the public shall meet minimum requirements for program access.

Objectives:

- 2.2.1 Provide technical assistance to state and county departments on how to survey their own sites or a potential site for accessibility. **(Priority 3)**

- 2.2.2 Assist state and county departments regarding the installation of accessible play equipment and its supporting structures to the play equipment. **(Priority 3)**
- 2.3 Design professionals, the building industry, facility managers and others will be educated about current and evolving design requirements, innovative design requirements and solutions, as well as other design information regarding access for persons with disabilities.

Objectives:

- 2.3.1 Conduct or coordinate workshops and training sessions for 1) public works personnel, 2) the building and design community, and 3) user agencies on design standards, human factor requirements for persons with disabilities, access laws, and exemplary design (target = 6 workshops, including 3 sessions at the Tools for Life Expo). **(Priority 3)**
- 2.3.2 Provide technical information to design professionals on the requirements of the Americans with Disabilities Act Accessibility Guidelines and other relevant design codes through responding to questions on design via faxes, and phone inquiries (projected number = 2,000 responses). **(Priority 1)**
- 2.3.3 Prepare a periodic "Access Bulletin" to inform design professionals and state project managers of the latest information on accessibility design standards and guidelines (target = 4 issues/year). **(Priority 3)**
- 2.4 Appropriate existing and new construction codes, standards, and policies will include the current minimum requirements for accessibility for persons with disabilities; the existing minimum requirements for accessibility shall be expanded to cover those areas where no accessibility design guidelines exist.

Objectives:

- 2.4.1 Provide policy guidelines to state and local government to recommend adherence to proposed or interim amendments to the Americans with Disabilities Act Accessibility Guidelines. **(Priority 2)**
- 2.4.2 Continue efforts to incorporate the Americans with Disabilities Act Accessibility Guidelines, Fair Housing Amendments Act Design Guidelines, Children's Design Guidelines, Residential Housing Accessibility Guidelines, and other applicable guidelines on access for persons with disabilities into all applicable county codes. Review, analyze, and recommend amendments to the International Building Code (IBC) 2003 and the NFPA (National Fire Protection Association) 5000 both of which the City and County of Honolulu are reviewing and considering for adoption. **(Priority 3)**
- 2.4.3 Research the revised Americans with Disabilities Act Accessibility Guidelines, published July 2004, and determine if the Disability and Communication Access Board's administrative rules should be amended to reflect more currently accepted scoping and technical requirements. **(Priority 2)**

### **3. Communication Access**

**Communication Access** includes the provision of auxiliary aids and services which permit the effective exchange of information. Communication access occurs through communication access providers (individuals) as well as through telecommunication and electronic information devices and services.

The goals and objectives in the area of **Communication Access** are:

- 3.1 The quantity and quality of communication access providers in the State of Hawaii will be increased; state agencies will be aware of existing communication access providers and their qualifications.

Objectives:

- 3.1.1 Operate and maintain the Hawaii Quality Assurance Screening (HQAS) credentialing program for sign language interpreters who do not possess national certification. **(Priority 1)**
- 3.1.2 Develop an accompanying “H” video for testing, and amend administrative rules to include the “H” qualifier. **(Priority 1)**
- 3.1.3 Monitor trends in interpreter tests at the national level, research formal and informal grievance procedures nationwide to improve the Disability and Communication Access Board’s administrative rules and HQAS test. **(Priority 2)**
- 3.1.4 Maintain a database of current communication access providers and their credentials and candidates. Prepare for distribution, as appropriate. **(Priority 1)**
- 3.1.5 Support community efforts and provide technical assistance to improve the availability of qualified interpreters and educational interpreters through the Department of Education, and the community college system. **(Priority 3)**

3.2 Information and services, including telecommunication and technology services will be made available to providers of services, as well as to consumers.

Objectives:

- 3.2.1 Provide training and technical assistance on communication access services, information technology, television access, and other communication media to consumers and providers of services (target = 12 trainings, including 8 at the Tools for Life Expo). **(Priority 2)**
- 3.2.2 Work collaboratively with Sprint and the Public Utilities Commission to ensure the delivery of a responsible TRS service, and serve as an ex-officio member of a Sprint Advisory Committee. **(Priority 3)**
- 3.2.3 Provide technical assistance to achieve maximum access to broadcast and entertainment media utilizing new methods of captioning. **(Priority 3)**
- 3.2.4 Support community, private, nonprofit efforts to develop an identification card for deaf persons in police situations. **(Priority 3)**



## **4. Education and Training**

**Education and Training** includes formalized early intervention, secondary educational systems, and post-secondary educational institutions which provide learning through instructional curriculum.

The goals and objectives in the area of **Education and Training** are:

- 4.1 Parents of children with disabilities will be aware of educational rights, including due process procedures.

Objectives:

- 4.1.1 Conduct workshops and an Annual Special Parent Information Network (SPIN) conference for families of individuals with disabilities in the educational system to enable them to benefit from services (target = 1 conference and 4 workshops). **(Priority 1)**
  - 4.1.2 Operate a SPIN telephone “warm line” which provides information to parents on the programs and services available for their children, as well as support on how to parent children with special needs (projected number = 150 calls/month). **(Priority 1)**
  - 4.1.3 Publish and distribute the “SPIN News”, in cooperation with the Department of Education, for parents of special education students and interested professionals (target = 4 issues). **(Priority 1)**
  - 4.1.4 Print a “Parent’s Guide to Special Education,” distribute through the Department of Education, and post on the SPIN web site. **(Priority 2)**
  - 4.1.5 Maintain a SPIN web site with information on resources for parents of children with disabilities. **(Priority 2)**
- 4.2 Schools (grades Pre-K to 12) and early intervention (e.g., Zero-to-Three, infant stimulation, Head Start, etc.) programs will have the capacity to provide infants, toddlers, and students with disabilities appropriate special education and related services.

Objectives:

- 4.2.1 Monitor state and federal proposed rules, plans, and proposals, including, but not limited to the State Plan for Special Education (IDEA), Chapter 56 rules relating to the implementation of special education, the State Improvement Grant, and assist in the development of such documents. **(Priority 1)**
- 4.2.2 Advocate for family empowerment in all Felix-related activities, (with an emphasis on the sustainability monitoring phase following the September 2002 court hearing) consistent with the Felix v. Waihee consent decree. **(Priority 2)**
- 4.2.3 Provide collaborative inservice presentations to students and school personnel, including general and regular education teachers and paraprofessionals on the educational, social, and personal needs of students with disabilities and their families (target = 4 workshops). **(Priority 3)**
- 4.2.4 Provide technical support and staffing to the Special Education Advisory Council. **(Priority 2)**

## 5. Community Living

**Community Living** includes, but is not limited to, diagnostic services, medical and health services, child care, respite services, and recreation and leisure activities, housing, residential services, independent living services, adult residential care, foster care, and group care. These services enhance the skills, abilities, resources, and life goals of persons with disabilities and enable them to maintain independence in the community.

The goals and objectives in the area of **Community Living** are:

- 5.1 Quality care within the community of service providers for persons with disabilities and their families will be maintained and dispersed among all islands and provided in a nondiscriminatory manner.

Objectives:

- 5.1.1 Monitor the development of policies, plans, and programs relating to the development or enhancement of community-based services to persons with disabilities and their families and caregivers, and provide comment or support, as needed. **(Priority 2)**
- 5.1.2 Serve on community-based agency advisory groups to provide technical assistance to improve current services and to develop new services for persons with disabilities (target = 10 committees) **(Priority 2)**.
- 5.1.3 Support administrative action, legislation, and community-based grant applications for funding of community living services (health services, independent living, chore, personal care assistance services, durable medical equipment) to promote and secure community living or independent living for persons with disabilities. **(Priority 3)**
- 5.1.4 Co-sponsor a community workshop on long-term care for families of persons with developmental disabilities. **(Priority 3)**

## **6. Transportation and Travel**

**Transportation and Travel** includes all means of public and private transit via ground, air, or water modes. Persons with disabilities must have equal access to appropriate modes of transportation services in order to secure and maintain their employment, utilize community resources, and participate in social and recreational activities.

The goals and objectives in the area of **Transportation and Travel** are:

- 6.1 When provided, public and private ground transportation systems in all counties will be fully accessible.

Objectives:

- 6.1.1 Serve on the Department of Transportation's Section 5310 Review Panel to award grants for transportation vehicles to nonprofit organizations. **(Priority 3)**
- 6.1.2 Provide technical consultation to ground transportation providers on the requirements for accessible vehicles under Titles II and III of the Americans with Disabilities Act on an on-request basis. Serve on the City and County of Honolulu's Department of Transportation Services' Advisory Committee on Accessible Transportation and provide technical assistance, as appropriate. **(Priority 2)**
- 6.2 The process for issuance and renewal of a State driver's license will incorporate safety and health criteria that does not adversely impact qualified drivers with disabilities from licensure.
- Objective:
- 6.2.1 Serve on the Department of Transportation's task force to amend administrative rules to implement the recommendations of the Disability and Communication Access Board's report on improving driver's licensing with a focus on eligibility and medical verification for persons with disabilities. **(Priority 2)**

## 7. **Parking**

Accessible parking space allow full mobility for individuals with disabilities who drive themselves or who are transported by another person in a private vehicle. A “disability parking permit” (parking placards and license plates) offers access to spaces that are convenient and uniquely designed to accommodate the needs of individuals with mobility impairments.

The goals and objectives in the area of **Parking** are:

- 7.1 Accessible parking spaces in the private and public sectors will meet state and federal requirements, parking permits to park in accessible parking stalls will meet state and federal requirements, and proper use of the accessible parking stalls will be enforced.

Objectives:

- 7.1.1 Conduct a public education and outreach program on the proper design of an accessible stall. Coordinate a statewide accessible parking space design notification program for places of public accommodation as defined under Title III of the Americans with Disabilities Act and provide training on the program requirements to volunteers in each county. **(Priority 2)**
  - 7.1.2 Coordinate with state agencies that have parking control functions to change their statutory and or administrative rule provisions to include penalties for illegal parking in accessible parking spaces consistent with the penalty amounts provided under Chapter 291, Part III, Hawaii Revised Statutes. Coordinate with county police departments on enforcement of parking violations. **(Priority 3)**
  - 7.1.3 Work with the Department of the Attorney General and county police departments to establish an appropriate administrative model for the confiscation, revocation, suspension, and de-certification of parking permits. **(Priority 3)**
- 7.2 Parking permits (placards and license plates) for persons with qualifying mobility impairments will be issued consistent with the federal Uniform Federal Handicapped Parking Regulations (23 CFR 1235).

Objectives:

- 7.2.1 Administer the procurement of placards and decals and their distribution to the county issuing agencies through memorandums of agreement between the Disability and Communication Access Board/Department of Health and the mayors of each county. Host quarterly meetings of the county issuing agencies to ensure consistency in issuing placards and to resolve operational issues and provide ongoing technical assistance relative to permit issuance. **(Priority 1)**
- 7.2.2 Maintain the statewide Internet-based database on parking permits to include on-line, 24/7 access by all county issuing agencies; install new production server and back-up server, and develop system back-up protocols; back-up data to the Disability and Communication Access Board office; monitor system for connectivity and troubleshoot system crashes or inability to connect by issuing agencies. Explore options for converting database to a system which can be more easily supported by the current Department of Health-Health Information Systems Office computer staff. **(Priority 1)**

- 7.2.3 Develop a quality control system for database entries, including both advanced programming and an ongoing mechanism to inform counties of input errors and to make corrections. Retrieve placards from the estates of deceased individuals identified through comparing Department of Health death records with the Disability and Communication Access Board's database and update the database, as appropriate. **(Priority 2)**
- 7.2.4 Establish a monthly, quarterly, and annual statistical prototype to generate data to improve the program's efficiency of operations and distribute monthly to the Disability and Communication Access Board and the counties. **(Priority 2)**
- 7.2.5 Pursue legislative and administrative action to reimburse the counties at full cost for issuing the placards on behalf of the state. **(Priority 2)**

## 8. Employment

**Employment** includes options which allow youth and adults with disabilities to participate in rewarding work experiences (e.g., internships, volunteerism, work-study, and employment). Employment options include, but are not limited to, competitive, extended (formerly called sheltered), and supported employment which maximize full community integration for many persons with disabilities.

The goals and objectives in the area of **Employment** are:

- 8.1 Current and potential employment and training opportunities for people with disabilities will be incorporated into statewide employment programs.

Objectives:

- 8.1.1 Provide technical consultation to agencies, with an emphasis on state agencies, in the development of policies and procedures (e.g., workers compensation, return to work priority placement, medical examinations, etc.) and position/job descriptions to implement federal and state efforts to ensure compliance with laws that impact persons with disabilities, including but not limited to WIA and TWIIA. **(Priority 3)**
- 8.1.2 Provide technical consultation to post-secondary (university, community college, and private vocational) educational institutions to ensure that students with disabilities are successfully integrated into academic programs, testing programs, and vocational or employment placement efforts. **(Priority 3)**

- 8.2 Employers, unions, and consumers will be educated and aware of employment rights and responsibilities of persons with disabilities in accordance with the Americans with Disabilities Act, Rehabilitation Act of 1973, as amended, the School-to-Work Opportunity Act, and Section 368 Hawaii Revised Statutes.

Objectives:

- 8.2.1 Disseminate information on the employment of persons with disabilities to the community, including, but not limited to, the requirements of the Americans with Disabilities Act Title I; conduct or coordinate workshops and training sessions on the employment rights of persons with disabilities (target = 6 workshops). **(Priority 3)**
- 8.2.2 Provide technical assistance to employers, with an emphasis on state and county government employers, in resolving complex reasonable accommodation requests of employees, including instruction on essential job function analyses, and recommendations on specific cases (projected number = 8 cases). **(Priority 2)**

## 9. Other Program Issues

**Other Program** goals and objectives are:

- 9.1 The community will receive information from the Disability and Communication Access Board on services, programs, activities, and issues relating to persons with disabilities.

Objectives:

- 9.1.1 Provide information and referral, and technical consultation to callers on programs, services, laws, and other resources. (Note: Nonduplicative of SPIN warm-line calls noted in Objective 4.1.2 and Facility Access Unit architectural calls noted in Objective 2.3.2.) (projected number = 3,000 calls). **(Priority 3)**
- 9.1.2 Upload all Disability and Communication Access Board newsletters and other publications to the DCAB web site. Develop an expanded statistics page. Develop a new page with a “Legislative Digest of Hawaii” laws affecting people with disabilities and an ADA Coordinators resource list for state and county government. Update the Disability and Communication Access Board’s reference databases on-line, as needed (“Key to Resources,” “Travelers Guide”). **(Priority 2)**
- 9.1.3 Publish a Disability and Communication Access Board newsletter to disseminate news and information to the community on disability-related issues (target = 4 issues) Move newsletter to electronic format, whenever possible. **(Priority 2)**
- 9.1.4 Coordinate and host the Tools for Life Expo on July 9-10, 2004 and at the conclusion of this event, evaluate community need for repeat event, based upon the evaluations, and bring back to the Disability and Communication Access Board for decision. **(Priority 2)**



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We provide access to our activities without regard to race, color, national origin (including language), age, sex, religion, or disability. If you have a concern, write or call the Disability and Communication Access board or the Department of Health Affirmative Action Officer at P.O. Box 3378, Honolulu, HI 96801-3378, or call 586-4616 (voice/TTY) within 180 days of a program.